

WORK PROCESSES SCHEDULE FOR THE TRADE CLASSIFICATION OF

OFFICE MANAGER/ADMINISTRATIVE SERVICES

DOT CODE: 169.167-034

AIMS SYMBOL: 1033

8 / 01

Office Manager/Administrative Services is responsible for a variety of administrative and clerical duties that are necessary to run and maintain organizations efficiently. Managerial training for office manager/administrative services should include prioritizing units' work, assigning work to others, organizing and analyzing operations and procedures, reviewing/revising work and forms, teambuilding and supervision and managerial skills. Actual work time must be recorded in the Work Experience Log.

ON THE JOB TRAINING SCHEDULE (OJT)

<u>SKILL AREA</u>	<u>HOURS</u>
A. <u>KEYBOARDING/COMPUTER APPLICATIONS-- SUPERVISION</u>	400
Prioritize work assignments	
Choose appropriate software and format/type letters, memos, reports, tables, business forms, financial documents	
Proofread and edit documents using automatic software features	
Backup, retrieve/delete, files, save/name/print documents/envelopes and lists/forms	
Merge mailing lists/forms	
Design and /or type newsletter, announcement and brochure Import graphics/data	
Create and/or manage databases	
Create and/or manage spreadsheets	
Use macros	
Type agendas, meeting minutes, legal documents	
Use boilerplate materials	
B. <u>Records Management-- Supervision</u>	400
Prepare file folders and labels (color coding)	
File four basic filing methods and retrieve information	
Prepare cross-references for filing documents	
Use a tickler follow up file	
Maintain contents of files	
Follow retention/transfer/purge/destroy procedures for files	
Apply computer conventions for filing	
Use/prepare PC directories	
Establish subject filing master index	
Select filing supplies and storage equipment	
Use pending, reading and suspense files	

<u>SKILL AREA</u>	<u>HOURS</u>
C. <u>OFFICE PROCEDURES -- MANAGEMENT</u>	400
Greet visitors professionally	
Maintain visitor records	
Make/take/transfer calls using correct telephone techniques	
Take accurate messages	
Handle people/customers professionally	
Make/cancel appointments	
Use a telephone directory	
Contact appropriate associates	
Coordinate schedule/meetings/projects/conferences	
Take meeting minutes	
Make meeting minutes	
Make travel arrangements/itineraries	
Read maps, recognize time zones	
Make photocopies, assemble/collate/staple documents	
Maintain photocopiers	
Maintain office supply inventory and order office supplies using purchase orders	
Use reference and instruction manuals	
Use electronic dictionaries, thesauruses	
Set priorities, manage time, arrange workstations	
Display supervision skills	
Complete expense reports and forms	
Portray a good company image	
Follow safety practices	
D. <u>COMMUNICATION SKILLS</u>	300
Speak and write clearly and concisely	
Use appropriate grammar	
Ask questions clearly	
Use positive tone of voice	
Follow directions (oral and written)	
Give clear instructions	
Demonstrate ability to present information orally	
Exhibit good listening skills	
Demonstrate ability to use shorthand/speedwriting/note taking	
E. <u>COMPUTATIONAL SKILLS (IF APPLICABLE)</u>	300
Perform mathematical computations (interest, percentage, discounts and averages)	
Use accounting software	
Demonstrate 10 key calculation skills by touch	
Post from journals to ledgers	
Use steps to locate errors in accounting	
Demonstrate ability to make monetary change	
Prepare payrolls data	
Handle accounts receivable/accounts payable/cash receipts	
Prepare bank deposit, reconcile bank statements	
Compute petty cash totals	
Prepare invoices	

<u>SKILL AREA</u>	<u>HOURS</u>
<u>F. MAIL PROCESSING MANAGERIAL INSTRUCTION TO INCLUDE</u>	100
Use a postage machine	
Process incoming/outgoing/interoffice mail	
Maintain mail registers	
Process faxes	
Prepare E-mail messages	
Send E-mail messages	
Use a zip code directory	
<u>G. INTERPERSONAL/EMPLOYABILITY SKILLS -MANAGERIAL TRAINING</u>	100
Demonstrate punctuality/dependability/flexibility	
Demonstrate positive attitude/ethics	
Demonstrate teamwork skills	
Demonstrate ability to work with all types of people in a diverse workplace	
Demonstrate awareness of cultural diversity	
Demonstrate critical thinking/problem solving skills	
Demonstrate resume writing and interviewing skills	
Follow line of authority	
Supervise/train office workers	
Delegate work	
Handle multiple responsibility	
Demonstrate cost consciousness	
<u>H. COMPUTATION SKILLS—SUPERVISION</u>	300
Use calculator or adding machines efficiently	
Demonstrate familiarity with basic computer terminology	
Use/create spreadsheets and databases for compilation of a source data	
Use accounting payroll software applications	
<u>I. ACCOUNTS RECEIVABLE—SUPERVISION</u>	300
Prepare billing invoices check for accuracy	
Verify record, and post customer/client transactions	
Maintain aging of accounts receivables ie 30, 60, 90, 180 days	
Adjust/apply finance charges when necessary. Send overdue notice	
Generate outstanding accounts receivable listing	
Run monthly billing cycles	
Supplement computerized processed with paper trailie maintain accounts receivable filing	
Purge uncollectible and send to collection	
<u>J. ACCOUNTS PAYABLE--SUPERVISION</u>	300
Verify record and post all payable into current system	
Prepare, record and organize purchasing documents	
ie purchase order invoices warranty information etc.	
Maintain monthly accounts payable/disbursements listing	
Prepare disbursement check and record payable information in appropriate check register	
Prepare 1099 tax reports where applicable	

Applicable Ratings/MOS:	Personnelman (PN) Religious Program Specialist (RP) Yeoman (YN) MOS 0100 (Basic Administrative Marine) 0121 (Personnel Clerk) 0151 (Administrative Clerk)
Applicable School(s):	Any school(s)/course(s) totaling 288 or more hours of instruction related to the trade .